

# **NHES Claims & Tax Systems Unavailable May 13, 14 & 15, 2015**

## **Frequently Asked Questions**

**Question: Are the offices closed too?**

Answer: No. NHWORKS Local Office and the Administrative Offices are open normal business hours, Monday thru Friday, 8 am to 4:30 pm. You are expected to report for any appointment or appeal hearing you have been scheduled for on Thursday or Friday. For job search activity, working computers are available at the NHWORKS Local Offices.

**Question: Why the need to shut down systems for two days?**

Answer: In order to maintain efficient online filings and customer service, we must periodically upgrade our information technologies infrastructure. We apologize for any inconvenience.

**Question: When will the system be back up?**

Answer: The systems are expected to be available by 5 am on Saturday May 16.

**Question: What about the phones?**

Answer: Phones will not be impacted. Please visit your NHWORKS Local Office or call 1-800-266-2252 for assistance.

**Question: What if I need to file my claim?**

Answer: If you were not able to file by 4 pm on Wednesday May 13, you can file on Saturday May 16 and be timely for the week. You can also report to a NHWORKS Local Office and complete your claim on paper on Thursday or Friday. (NOTE: The claim would not be processed until Monday.)

**Question: Will this impact my check for last week (week ending 5/9/2015)?**

Answer: If you file your weekly continued claim by 4 pm on Wednesday May 13, and you are eligible for benefits, payment will be mailed no later than Thursday morning.

**Question: If I'm unable to reach a NHES staff member before my response deadline the week of this system shut down, would I get consideration under the circumstances on my claim/collections/appeal filing's?**

Answer: Please leave a voicemail message. Voicemail messages received by this department are date and time stamped, and are considered as responding in a timely manner. Considerations on deadline extensions may be granted based on your specific circumstances.

**Question: Will my business/client be charged with further penalties on a Tax Bill/Delinquency Notice we received?**

Answer: Consideration will be given based on the dates of the system outage.

**Question: If unforeseen delays result in systems' not being back up until Monday, May 18<sup>th</sup> or later. Will I be penalized for not filing on time, or responding to various correspondences? Would a delay impact claims for week ending Saturday, May 16, 2015?**

Answer: We expect all systems to be running normally on Saturday May 16, 2015. Under the circumstances of unforeseen delays, deadline extensions may be granted. In the unexpected event that systems remain unavailable, please remember that a claim for week ending May 16 can be filed timely between May 17 and May 23. NHWORKS Local Offices are open Monday thru Friday, 8 am to 4:30 pm.

**Thank you for your patience.**